6 November 1970

MEMORANDUM FOR : OCS Division and Staff Chiefs

SUBJECT : Office Correspondence

1. I have mentioned to most of you my interest in seeing that we are properly responsive to requests for OCS support. My concern is that our responses to these requests are properly coordinated with all elements within OCS so that we do not make commitments beyond our resources, that we make reasonable judgments on the priorities that should be assigned to tasks, and that our inter-office correspondence reflects a high standard of quality from the viewpoints of clarity and timeliness.

2. While I am certain that in most cases I need not be involved in your routine communications with other offices, I want you to follow a few simple guidelines. For example, certain kinds of memoranda should be prepared for my signature. These include:

   a. Memoranda which task another office in such a way as to consume its resources beyond a level that might be considered normal. (Examples: Major construction work from OL; a large printing job for PSD.)

   b. Memoranda which commit significant OCS resources to another office. (Examples: A major systems design or programming effort involving several man months or more; keypunch support involving more than a few hundred cards per day or a one-time job of several thousand cards; computer processing involving several hours or more of CPU time per month.)

   c. Memoranda which may be received by another office with disfavor. (Examples: A complaint; a restrictive order; a denial of support.)

   d. Memoranda to other offices regarding their complaints about OCS services or alleging OCS failure to support them properly.

3. I am leaving to your own good judgment the specified application of these guidelines; they will be modified when our experience with them shows the need.

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4. [   ] has been asked to set up an OCS Registry and such office procedures as are necessary for controlling the receipt and dispatch of official communications. He will be interested in any suggestions you may have for making the Registry a helpful service for you.

(Signed)
JOHN D. IAMS
Director of Computer Services

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